XEROX

Xerox DocuPrint N2025/N2825

Network Laser Printer Service Manual

CAUTION

These components are susceptible to electrostatic discharge. Observe all ESD procedures to avoid damage.

721P52440
February 2000

This Service Manual contains information that applies to the DocuPrint N2025/N2825 Laser Printer.

Copyright

This Service Manual contains information that applies to the DocuPrint N2025/N2825 Electronic Laser Printer.

NOTICE

This manual is for use by Xerox Technicians and Xerox trained technicians only.

NOTICE

While every care has been taken in the preparation of this manual, no liability will be accepted by Xerox arising out of any inaccuracies or omissions.

All service documentation is supplied to Xerox external customers for informational purposes only. Xerox service documentation is intended for use by certified, product trained service personnel only. Xerox does not warrant or represent that such documentation is complete. Nor does Xerox represent or warrant that it will notify or provide to such customer any future changes to this documentation. Customer's service of equipment, or modules, components, or parts of such equipment may void any otherwise applicable Xerox warranties. If Customer services such equipment, modules, components, or parts thereof, Customer releases Xerox from any and all liability for Customer's actions, and Customer agrees to indemnify, defend, and hold Xerox harmless from any third party claims which arise directly or indirectly from such service.

Prepared by:

Maak 1

105 Loudoun Street S.W.

Leesburg, VA. 20175-2910

Prepared for:

Network Printers Business Unit

Customer and Marketing Focus

701 South Aviation Blvd.

El Segundo, California 90245

Copyright 2000 by Xerox Corporation. Xerox, DocuPrint N2025/N2825 are registered trademarks of Xerox Corporation.

Copyright 2000 Xerox Corporation. All rights reserved.

Copyright protection claimed includes all forms of matters of copyrightable materials and information now allowed by statutory or judicial law or hereinafter granted, including without limitation, material generated from the software programs which are displayed on the screen such as styles, templates, icons, screen displays, looks, etc.

Xerox, and all product names and product numbers mentioned in this publication are trademarks.

Adobe and PostScript are trademarks of Adobe Systems Incorporated.

PCL, HP LaserJet, and Intellifont are trademarks of Hewlett-Packard Company. IBM is a trademark of International Business Machines Corporation. Microsoft, Microsoft Windows, Microsoft Word, MS, and MS-DOS are trademarks of Microsoft Corporation. Univers is a trademark of Linotype AG or its subsidiaries. WordPerfect is a trademark of WordPerfect Corporation. Centronics is a trademark of Centronics Corporation. Macintosh and TrueType are trademarks of Apple Computer, Incorporated. All other product names are trademarks/ tradenames of their respective owners.

PCL, PCL 5e, and PCL 6 are trademarks of Hewlett Packard Company. This printer contains an emulation of the Hewlett Packard PCL 5e or PCL 6 command language, recognizes HP PCL 5e or HP PCL 6 commands, and processes these commands in a manner compatible with Hewlett Packard LaserJet printer products.

XL is a trademark of Xiontics.

Warning

This equipment complies with the requirements in Part 15 of FCC rules for a class A computing device. Operation of the equipment in a residential area may cause unacceptable interference to radio and TV reception, requiring the operator to take whatever steps are necessary to correct the interference.

Electrostatic Discharge

This caution indicates that there are components which are sensitive to damage caused by electrostatic discharge.

CAUTION

These components are susceptible to electrostatic discharge. Observe all ESD procedures to avoid damage.

Shock Hazard

This symbol indicates the presence of potentially hazardous voltages.

FM_001

Fuser Hazard

This symbol indicates the presence of extreme heat from the Fuser Assembly.

Class 1 LASER Product

The DocuPrint N2025/N2825 laser printers are certified to comply with Laser Product Performance Standards set by the U.S. Department of Health and Human Services as a Class 1 Laser Product. This means that this is a class of laser product that does not emit hazardous laser radiation; this is possible only because the laser beam is totally enclosed during all modes of customer operation.

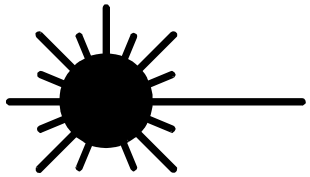
The laser and output of the laser scanner unit produces a beam that, if looked into, could cause eye damage. Service procedures must be followed exactly as written without change.

When servicing the machine or laser module, follow the procedures specified in the manual and there will be no hazards from the laser.

Laser (FDA): Any laser label visible to service must be reproduced in the service manual with location shown or indicated. Safe working procedures and clear warnings concerning precautions to avoid possible exposure must also be included.

The Laser contained in the DocuPrint N2025/N2825 meets the following standard: Laser class 3B, maximum 5mW, wavelength 780nm.

The following LASER symbol will be displayed at the start of any procedure where possible exposure to the laser beam exists.



LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

Table of Contents

Title ---------- Page

Introduction ---------- iv

Organization ---------- v

Revision Control List ---------- viii

Service Call Procedures ---------- 1-1
Section Contents ---------- 1-1

Repair Analysis Procedures ---------- 2-1
Section Contents ---------- 2-1

Image Quality Repair Procedures ---------- 3-1
Section Contents ---------- 3-1

Repair/Adjustments ---------- 4-1
Section Contents ---------- 4-1

Parts List ---------- 5-1
Section Contents ---------- 5-1

General Procedures ---------- 6-1
Section Contents ---------- 6-1

Wiring Data ---------- 7-1
Section Contents ---------- 7-1

Introduction

The DocuPrint N2025/N2825 Service Manual is the primary document used for repairing and maintaining the DocuPrint N2025/N2825 Laser Printers.

This manual contains Service Call Procedures, Diagnostic Procedures, General Information, Repair Analysis Procedures, Image Quality Analysis Procedures, Wiring Data, and Parts Lists that will enable the Service Representative to repair DocuPrint N2025/N2825 failures.

Organization

This manual is divided into seven sections. The title and description of each section of the manual is as follows:

Section 1 - Service Call Procedures

This section is used to identify a suspected problem. It contains Machine Orientation, Call Flow, Initial Actions, Corrective Actions, and Final Actions. This part of the service manual should always be used to start the service call.

Section 2 - Repair Analysis Procedures

This section is used to isolate and identify problems to a faulty component or subassembly. It contains the introduction, display message table, error code tables and the Repair Analysis Procedures (RAPs).

Section 3 - Image Quality

This section contains image quality repair procedures to assist in correcting image quality defects. These procedures provide defect samples and definitions to help identify the type of defect that exists, the test pattern to use, and actions required to correct the defects.

Section 4 - Repair / Adjustment

This section contains the instructions for removal, replacement, and adjustment of the spared parts within the machine.

Section 5 - Parts Lists

This section contains illustrations of disassembled subsystems and a listing of the spared parts.

Part names are listed in this section of the manual even if the part itself is not spared. All the parts that are spared will have the part number listed. Parts that are not spared will not have a number listed.

Section 6 - General Procedures

This section includes the Operations Menu Map and the Service Mode Menu Map. It includes all unique service operations, supplemental tools and supplies.

Section 7 - Wiring Data

This section contains sensor, connector, and PWB location drawings; power distribution diagrams, interconect diagrams, interconnect diagrams and pin assignment information. This information is not specific to individual procedures but is provided for general reference.

Terminology and Symbols

The following is the terminology and symbols that are used in this manual for Warnings, Electrostatic Device or General Cautions, and Notes.

Warning

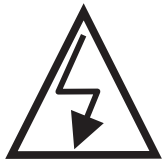
This equipment complies with the requirements in Part 15 of FCC rules for a class A computing device. Operation of the equipment in a residential area may cause unacceptable interference to radio and TV reception, requiring the operator to take whatever steps are necessary to correct the interference.

Electrostatic Discharge

The following symbols indicates that there are components which are sensitive to damage caused by electrostatic discharge.

Shock Hazard

This symbol indicates the presence of potentially hazardous voltages.



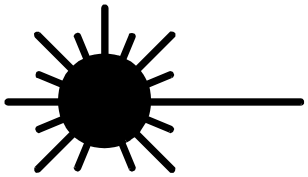
FM_001

Fuser Hazard

This symbol indicates the presence of extreme heat from the Fuser Assembly.

Laser Product Certification

CAUTION



Use of controls or adjustments other than those specified in this manual may result in an exposure to dangerous laser radiation.

The DocuPrint N2025/N2825 is certified to comply with Laser Product Performance Standards set by the United States Department of Health and Human Services as a Class 1 product. This means that it is a laser product that does not emit dangerous laser radiation during any mode of customer operation.

During servicing, the laser beam could cause eye damage if looked at directly. Service procedures must be followed exactly as written without change.

CAUTION

These components are susceptible to electrostatic discharge. Observe all ESD procedures to avoid damage.

Product:	Title:	Part Number:
DocuPrint N2025/N2825 Laser Printer	**Xerox DocuPrint N2025/N2825 Network Laser Printer Service Manual**	**721P52440**

Page	Revision
Title	2/2000
ii	2/2000
iii	2/2000
iv	2/2000
v	2/2000
vi	2/2000
vii	2/2000
viii	2/2000
ix	2/2000
x	2/2000
1-1	2/2000
1-2	2/2000
1-3	2/2000
1-4	2/2000
1-5	2/2000
1-6	2/2000
1-7	2/2000
1-8	2/2000
2-1	2/2000
2-2	2/2000
2-3	2/2000
2-4	2/2000
2-5	2/2000
2-6	2/2000
2-7	2/2000
2-8	2/2000
2-9	2/2000
2-10	2/2000
2-11	2/2000
2-12	2/2000
2-13	2/2000
2-14	2/2000
2-15	2/2000

Page	Revision
2-16	2/2000
2-17	2/2000
2-18	2/2000
2-19	2/2000
2-20	2/2000
2-21	2/2000
2-22	2/2000
2-23	2/2000
2-24	2/2000
2-25	2/2000
2-26	2/2000
2-27	2/2000
2-28	2/2000
2-29	2/2000
2-30	2/2000
2-31	2/2000
2-32	2/2000
2-33	2/2000
2-34	2/2000
2-35	2/2000
2-36	2/2000
2-37	2/2000
2-38	2/2000
2-39	2/2000
2-40	2/2000
2-41	2/2000
2-42	2/2000
2-43	2/2000
2-44	2/2000
2-45	2/2000
2-46	2/2000
2-47	2/2000
2-48	2/2000
2-49	2/2000
2-50	2/2000

Page	Revision
2-51	2/2000
2-52	2/2000
2-53	2/2000
2-54	2/2000
2-55	2/2000
2-56	2/2000
2-57	2/2000
2-58	2/2000
2-59	2/2000
2-60	2/2000
2-61	2/2000
2-62	2/2000
2-63	2/2000
2-64	2/2000
2-65	2/2000
2-66	2/2000
3-1	2/2000
3-2	2/2000
3-3	2/2000
3-4	2/2000
3-5	2/2000
3-6	2/2000
3-7	2/2000
3-8	2/2000
3-9	2/2000
3-10	2/2000
3-11	2/2000
3-12	2/2000
3-13	2/2000
3-14	2/2000
3-15	2/2000
3-16	2/2000
3-17	2/2000
3-18	2/2000

Page	Revision
3-19	2/2000
3-20	2/2000
3-21	2/2000
3-22	2/2000
3-23	2/2000
3-24	2/2000
3-25	2/2000
3-26	2/2000
4-1	2/2000
4-2	2/2000
4-3	2/2000
4-4	2/2000
4-5	2/2000
4-6	2/2000
4-7	2/2000
4-8	2/2000
4-9	2/2000
4-10	2/2000
4-11	2/2000
4-12	2/2000
4-13	2/2000
4-14	2/2000
4-15	2/2000
4-16	2/2000
4-17	2/2000
4-18	2/2000
4-19	2/2000
4-20	2/2000
4-21	2/2000
4-22	2/2000
4-23	2/2000
4-24	2/2000
4-25	2/2000
4-26	2/2000

Page	Revision
4-27	2/2000
4-28	2/2000
4-29	2/2000
4-30	2/2000
4-31	2/2000
4-32	2/2000
4-33	2/2000
4-34	2/2000
4-35	2/2000
4-36	2/2000
4-37	2/2000
4-38	2/2000
4-39	2/2000
4-40	2/2000
4-41	2/2000
4-42	2/2000
4-43	2/2000
4-44	2/2000
4-45	2/2000
4-46	2/2000
4-47	2/2000
4-48	2/2000
4-49	2/2000
4-50	2/2000
4-51	2/2000
4-52	2/2000
4-53	2/2000
4-54	2/2000
4-55	2/2000
4-56	2/2000
4-57	2/2000
4-58	2/2000
4-59	2/2000
4-60	2/2000
4-61	2/2000

Page	Revision
4-62	2/2000
4-63	2/2000
4-64	2/2000
4-65	2/2000
4-66	2/2000
4-67	2/2000
4-68	2/2000
4-69	2/2000
4-70	2/2000
4-71	2/2000
4-72	2/2000
4-73	2/2000
4-74	2/2000
4-75	2/2000
4-76	2/2000
4-77	2/2000
4-78	2/2000
4-79	2/2000
4-80	2/2000
4-81	2/2000
4-82	2/2000
4-83	2/2000
4-84	2/2000
4-85	2/2000
4-86	2/2000
4-87	2/2000
4-88	2/2000
4-89	2/2000
4-90	2/2000
4-91	2/2000
4-92	2/2000
4-93	2/2000
4-94	2/2000
4-95	2/2000
4-96	2/2000

Page	Revision
5-1	2/2000
5-2	2/2000
5-3	2/2000
5-4	2/2000
5-5	2/2000
5-6	2/2000
5-7	2/2000
5-8	2/2000
5-9	2/2000
5-10	2/2000
5-11	2/2000
5-12	2/2000
5-13	2/2000
5-14	2/2000
5-15	2/2000
5-16	2/2000
5-17	2/2000
5-18	2/2000
5-19	2/2000
5-20	2/2000
5-21	2/2000
5-22	2/2000
5-23	2/2000
5-24	2/2000
5-25	2/2000
5-26	2/2000
6-1	2/2000
6-2	2/2000
6-3	2/2000
6-4	2/2000
6-5	2/2000
6-6	2/2000
6-7	2/2000
6-8	2/2000
6-9	2/2000
6-10	2/2000
6-11	2/2000
6-12	2/2000

Page	Revision
6-13	2/2000
6-14	2/2000
6-15	2/2000
6-16	2/2000
6-17	2/2000
6-18	2/2000
6-19	2/2000
6-20	2/2000
6-21	2/2000
6-22	2/2000
6-23	2/2000
6-24	2/2000
6-25	2/2000
6-26	2/2000
6-27	2/2000
6-28	2/2000
6-29	2/2000
6-30	2/2000
6-31	2/2000
6-32	2/2000
6-33	2/2000
6-34	2/2000
6-35	2/2000
6-36	2/2000
6-37	2/2000
6-38	2/2000
6-39	2/2000
6-40	2/2000
6-41	2/2000
6-42	2/2000
6-43	2/2000
6-44	2/2000
6-45	2/2000
6-46	2/2000
6-47	2/2000
6-48	2/2000
6-49	2/2000
6-50	2/2000
6-51	2/2000
6-52	2/2000

Page	Revision
6-53	2/2000
6-54	2/2000
6-55	2/2000
6-56	2/2000
6-57	2/2000
6-58	2/2000
6-59	2/2000
6-60	2/2000
6-61	2/2000
6-62	2/2000
6-63	2/2000
6-64	2/2000
6-65	2/2000
6-66	2/2000
6-67	2/2000
6-68	2/2000
6-69	2/2000
6-70	2/2000
6-71	2/2000
6-72	2/2000
6-73	2/2000
6-74	2/2000
6-75	2/2000
6-76	2/2000
6-77	2/2000
6-78	2/2000
6-79	2/2000
6-80	2/2000
6-81	2/2000
6-82	2/2000
6-83	2/2000
6-84	2/2000
6-85	2/2000
6-86	2/2000
6-87	2/2000
6-88	2/2000
6-89	2/2000
6-90	2/2000
6-91	2/2000
6-92	2/2000

Page	Revision
6-93	2/2000
6-94	2/2000
6-95	2/2000
6-96	2/2000
6-97	2/2000
6-98	2/2000
7-1	2/2000
7-2	2/2000
7-3	2/2000
7-4	2/2000
7-5	2/2000
7-6	2/2000
7-7	2/2000
7-8	2/2000
7-9	2/2000
7-10	2/2000
7-11	2/2000
7-12	2/2000
7-13	2/2000
7-14	2/2000
7-15	2/2000
7-16	2/2000
7-17	2/2000
7-18	2/2000
7-19	2/2000
7-20	2/2000
7-21	2/2000
7-22	2/2000
7-23	2/2000
7-24	2/2000
7-25	2/2000
7-26	2/2000
7-27	2/2000
7-28	2/2000
7-29	2/2000
7-30	2/2000
7-31	2/2000
7-32	2/2000
7-33	2/2000

Page	Revision
7-34	2/2000
7-35	2/2000
7-36	2/2000
7-37	2/2000
7-38	2/2000
7-39	2/2000
7-40	2/2000
7-41	2/2000
7-42	2/2000
7-43	2/2000
7-44	2/2000
7-45	2/2000
7-46	2/2000
7-47	2/2000
7-48	2/2000

Page	Revision

Page	Revision	Page	Revision	Page	Revision	Page	Revision	Page	Revision	Page	Revision

1 Service Call Procedures

1.0 Introduction 1-3
1.1 Machine Orientation 1-3
1.2 Call Flow 1-4
1.3 Initial Actions 1-5
1.4 Corrective Actions 1-5
1.5 Final Actions 1-8

1.0 Introduction

The Service Call Procedures section is used to identify a suspected problem. This section contains Call Flow, Initial Actions, Corrective Actions, and Final Actions.

Call Flow illustrates the normal activities and flow of a service call.

Initial Actions are used to gather information regarding the performance of the machine and prepare the product for servicing.

Corrective Actions are used to verify the normal operation of the machine. In the Y/N (Yes/No) steps of the corrective actions, a Yes response will lead you to the next step. A No response will indicate the next step to perform or will direct you to a Repair Analysis Procedure (RAP).

RAPs will provide the instructions to isolate the faulty part or provide a list of suspect parts, when isolation is not appropriate. Wire harnesses are not included in the repair actions and problems with loose connections or damaged harnesses should be isolated using visual inspection and the wiring data in section 7.

Final Actions are used to evaluate the total operation of the system and to identify the actions required to complete the service call.

1.1 Machine Orientation

For servicing the DocuPrint N2025/N2825, all references to machine orientation are as illustrated in Figure 1.

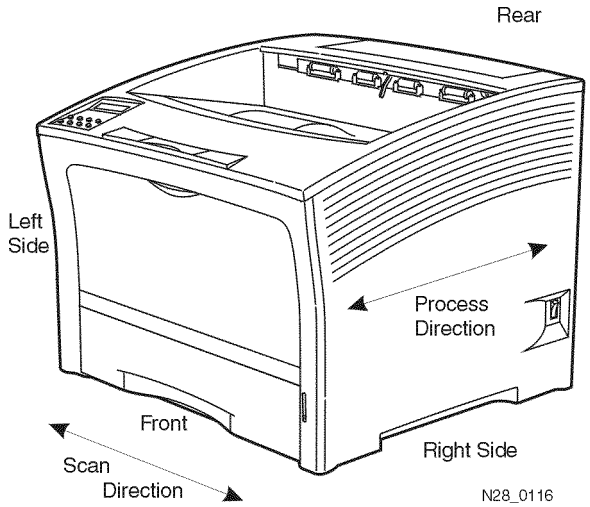


Figure 1 Machine Orientation

1.2 Call Flow

The call flow diagram shows the relationship of actions during a typical service call Figure 1.

The functions in Call Flow correspond to service manual sections as follows:

Section 1 - Initial Actions, Corrective Actions, and Final Actions

Section 2 - Status Indicator Repair Analysis Procedures (RAPs)

Section 3 - Image Quality Repair Analysis Procedures (IQ RAPs)

Section 4 - Repair / Adjustment (REPs)

Section 5 - Parts Lists (PLs)

Section 6 - General Procedures

Section 7 - Wiring

All service calls start with Initial Actions and all service calls end with Final Actions.

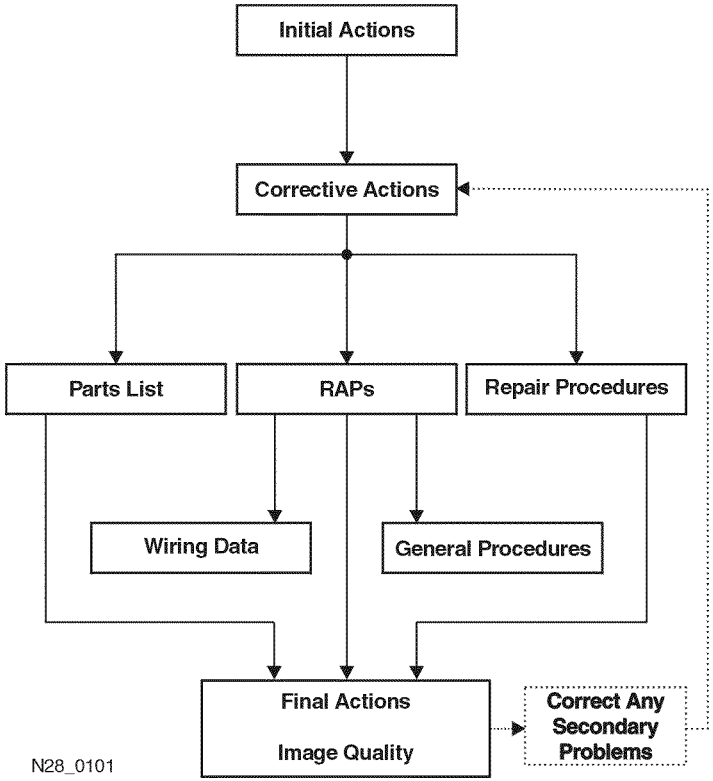


Figure 1 Call Flow Diagram

1.3 Initial Actions

Initial Actions are used to gather information from the operator concerning problems at the local machine. Make note of symptoms, error messages, error codes or other information concerning the problem that the operator may provide. This information may help identify an intermittent or unusual problem.

Procedure

1. Ensure that the power cord is connected to the wall outlet and to the machine.
2. Check for paper or other objects in the paper path.
3. Remove all paper from the output tray(s).
4. The Rear Cover and Top Cover are closed.
5. The paper is loaded correctly in the Paper Tray(s).
6. Ask the operator to describe, or if possible, demonstrate the problem.
7. If the problem is the result of incorrect operator action, refer the operator to the User documentation or to another customer support function.
8. Refer to Section 2 if an error message is displayed.
9. If possible, print the “Configuration Sheet”. To print the Configuration Sheet, press and release [1] or [5] until “Print Menu” is displayed. Then press and release [2] or [6] until “Config Sheet” is displayed. Press Enter [4] to print the sheet. If the sheet is blank, go to IQ RAP 2.
10. Determine that the configuration settings are correct.
11. If possible, print the “Fault History”. To print the “Fault History” press and release [1] or [5] until “Print Menu” is displayed. Then press and release [2] or [6] until “Fault History” is displayed. Next, press Enter [4] to print the sheet. The Fault History will list the error codes and the meter count when the event happened. Use the Fault History to determine the frequency of a problem. Access the Error Code Tables (Table 1 or Table 2) and perform the corrective action as instructed.
12. If the Fault History can not be printed, the fault history can be displayed on the Control Panel. To display the “Fault History” press and release [1] or [5] until “Print Menu” is displayed. Then press and release [2] or [6] until “Display Faults” is displayed. Next, press press [3] to display the last fault that occurred. Continue to press and release [3] to display the error codes in order from the newest to the oldest. Pressing and releasing the [4] key will display the codes in order from the oldest to the newest. The Display Faults will display the error code and the meter count when the event happened. An example of the display “E9-2 #820”, where E9-2 is the error code and #820 is the meter count.
13. Proceed to Corrective Actions.

1.4 Corrective Actions

Procedure

Ensure that Initial Conditions are met and that the Initial Actions have been completed. Switch the main power off, wait 10 seconds, then switch the main power on. **The Main Drive Motor runs.**

Y N

Perform RAP 2.

The display indicates an upper row of 16 solid squares that remain on for 1 second (Figure 1). **The display is correct.**

Y N

If machine indicates an error message, see the Error Code Table in section 2. If the display is blank or has garbled text, perform RAP 25.

The Main Drive Motor runs for 8 seconds, then stops.

Y N

Perform RAP 16.

The Fuser Fan runs at high speed for 5 seconds, then switches to low speed.

Y N

Perform RAP 20.

The LCD Panel will come on again and display “Power On” and the Power On Diagnostic (POD) software “Version x.xxx” (Figure 2). **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

The Control Panel LEDs 1, 2, 3, and 4 turn on momentarily then turn off (blink).

Y N

Perform RAP 25/ RAP 26.

The display comes on and (*) shows in the upper row (Figure 3). **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

A row of (*) (16) form across the top of the display (Figure 4). **The display indications are correct.**

Y N

Perform RAP 25/ RAP 26.

A second row of (*) (16) form across the bottom of the display (Figure 5). **The display indications are correct.**

Y N

Perform RAP 25/ RAP 26.

Control Panel LED 1 comes on and remains on.

Y N

Perform RAP 25/ RAP 26.

The LCD Panel now displays the Controller Software and Version level (x.xx-xx) (Figure 6). **The display indications are correct.**

Y N

Perform RAP 25/ RAP 26.

The Controller Software Version switches off and the display shows “Initializing . . .“ (Figure 7). **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

The display now shows “Copyright Xerox Corp.” (Figure 8). **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

Next, “1996-1999 All Rights Reserved” is displayed on the LCD Panel (Figure 9). **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

Next, “Processing. . .“ is displayed on the LCD Panel(Figure 10). **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

The final display is “Ready”. **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

Press [1] twice to select “Print Menu”, then press and release [2] until “Menu Map” is displayed. Press Enter [4] to print the “Menu Map”. First, “Processing Menu Map” is displayed, immediately followed by “Processing Tray X". **The display is correct.**

Y N

Perform RAP 25/ RAP 26.

When the Main Driver Motor runs, the motor and all drive gears sound normal.

Y N

Perform RAP 29.

Paper is fed from the paper tray to the Registration Roller and is undamaged.

Y N

Perform RAP 8.

The paper feeds out of the machine and is undamaged.

Y N

Perform RAP 10/ RAP 11.

The print contains readable text.

Y N

If the print is black or blank perform IQ RAP 10 or IQ RAP 2. If the text is garbled, Perform RAP 44.

The print quality of the Menu Map is acceptable.

Y N

Perform Image Quality Checkout.

A

A

Enter Diagnostics and select “Print Menu”. Scroll to “Test Print”. Feed at least 5 test prints from all available trays to the Standard output tray. **Test prints were successfully delivered from each tray.**

Y N

If the failure occurred with:
MBF. Go to RAP 41.
Tray 1. Go to RAP 49.
Tray 2/3. Go to RAP 7.
2000 Sheet Feeder. Go to RAP 62.

If the Duplex Assembly is installed, select “Duplex On” press Enter [4]. Run at least 5 duplexed prints. If a Duplex Assembly is not installed, follow the “Y” path. **The prints were delivered successfully.**

Y N

Go to RAP 56.

If a Offset Catch Tray (OCT) is installed, select “OCT” and run at least 5 prints to the OCT. If an OCT is not installed, follow the “Y” path. **Prints were successfully delivered to the OCT.**

Y N

Go to RAP 68.

Ensure that all normal printer conditions are set i.e. paper loaded, machine in Ready condition, internet cable connected. Have the customer send a document to the printer. **The print is successful.**

Y N

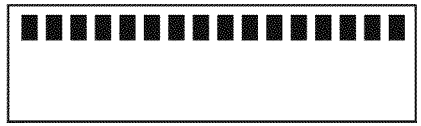
Try a sending a document from a different application. **The print was successful.**

Y N

There may be a problem with the print drivers. Have the customer contact Xerox Customer Support.

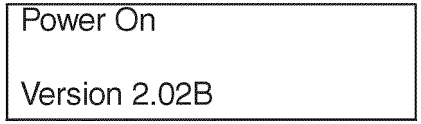
There may be a problem with the application software. Have the customer contact Xerox Customer Support.

Go to Final Actions.



N28_0104

Figure 1



N28_0105

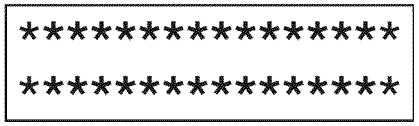
Figure 2

N28_0106

Figure 3

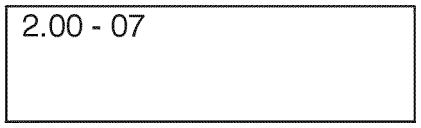
N28_0107

Figure 4



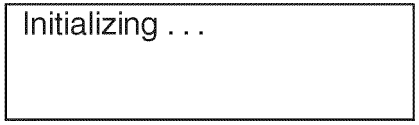
N28_0108

Figure 5



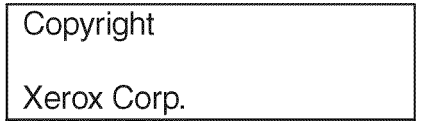
N28_0109

Figure 6



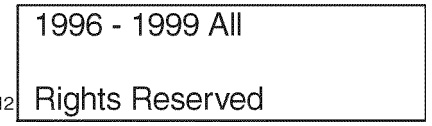
N28_0110

Figure 7



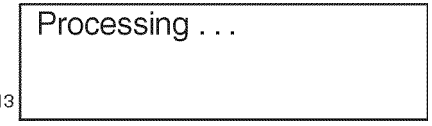
N28_0111

Figure 8



N28_0112

Figure 9

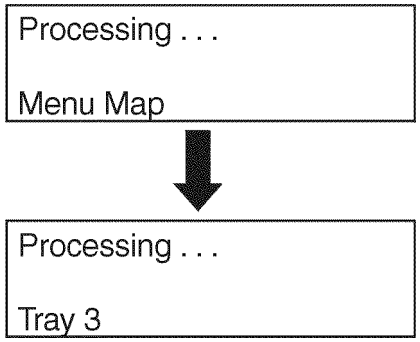


N28_0113

Figure 10

N28_0114

Figure 11



N28_0115

Figure 12

1.5 Final Actions

Procedure

1. Switch the main power off.
2. Update the tag matrix as required.
3. Reinstall all the covers removed during the service call and complete all required administrative tasks.
4. Clean the covers and ensure all labels are readable.
5. Switch the printer power on. If any of the customer selections were changed return them to the customer's preferred settings.
6. Run final prints and verify image quality. For Image Quality problems, go to section 3.
7. Clean the general area.
8. Communicate with the customer to inform them of actions taken and to ensure all problems have been solved.